

## **Update on Department of Health (DC Health) Operating Status during COVID-19 Emergency - As of April 1, 2020**

### **What is our operating status?**

DC Health remains operational. We will continue to provide essential services; however, there may be changes to how some services are provided.

### **How does this impact what we do?**

DC Health and Wellness Center (77 P Street, NE) will be making some temporary changes to services from March 30 to April 3, 2020. We anticipate reopening with normal operations on April 4. We remain committed to our community and to help people stay safe and healthy. We will be offering most services through telehealth, including:

- Sexual health consultations
- Emergency Post Exposure Prophylaxis (PEP)
- Pre-Exposure Prophylaxis (PrEP) starts and routine visits
- Rapid HIV Anti-Retroviral treatment starts
- Prescription refills
- Assistance with benefits and access to other services

Please call us at 202-741-7692. We are here to help.

If you are in need of emergency treatment, please call us at 202-741-7692 to make arrangements for treatment.

DC Health Vital Records Division (DCVRD) will have modified operations and will only be providing services online and via phone, as of Monday, March 30, 2020:

- Online Certificate Orders - <https://dchealth.dc.gov/vital-records> (click the "Remote ordering service provider" section for all online ordering options)
- Phone Certificate Orders - 1-877-572-6332
- Mail Birth Certificate Orders - [https://www.vitalchek.com/Fax-Phone/DC\\_Birth\\_Application.pdf](https://www.vitalchek.com/Fax-Phone/DC_Birth_Application.pdf)
- Mail Death Certificate Orders - [https://www.vitalchek.com/Fax-Phone/DC\\_Death\\_Application.pdf](https://www.vitalchek.com/Fax-Phone/DC_Death_Application.pdf)
- Mail Certificate Amendment Orders - Email us at [dcvrd.legal@dc.gov](mailto:dcvrd.legal@dc.gov)
- Funeral Home Portal Orders (shipping only) - <https://funeralhome.vitalchek.com>

Please allow 2-4 weeks for processing time. Shipping times will vary based on shipping method selected by customer.

If you have scheduled an appointment, a representative from DCVRD will contact you to advise next steps. You may call 202-442-9303 to ask DCVRD related questions.

DC Health Regulation and Licensing Administration Processing Center (HRLA) will be available for mail

services only, as of Monday, March 30, 2020. If you have scheduled an appointment, a representative from HRLA will contact you to advise the next steps.

As of Monday, March 30, 2020, all HRLA related documents should be mailed to one of the lockboxes listed [here](#). Individuals may also call the Processing Center at 1 (877) 672-2174 to get an update on their pending applications.

In response to the ongoing COVID-19 pandemic, all Health Professional Board meetings are canceled for March and the first week of April. Please check each board's respective website for information on when the next meeting will take place.

#### How does this impact our physical locations?

- DC Health Main Offices (899 North Capitol Street NE) - Closed to the public through April 24.
- DC Health and Wellness Center (77 P Street NE) - Closed to the public through April 3.

#### What else are we offering to meet your needs?

- DC Health has established a phone line, 202-576-1117, and email address ([coronavirus@dc.gov](mailto:coronavirus@dc.gov)) where residents can have their COVID-19 questions answered.

#### What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

#### Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at [doh@dc.gov](mailto:doh@dc.gov). For more information, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).